

Hijaz College
Complaints Procedure Policy

NMS Standard 5

Review Date: 9th August 2010

Signed:

Complaints Procedure

(Updated September 2010)

1. Hijaz College aims to be fair, open and honest when dealing with any complaint. We acknowledge that occasionally things go wrong and by dealing with complaints in a formal and effective manner we are able to enhance the College's services and meet the needs of our students.
2. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the student above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.
3. The College will seek to ensure that a formally registered complaint, oral or written made by a student, parent or member of the public is received courteously, is recorded centrally and followed through to conclusion. Formal complaints are acknowledged within 7 working days.
4. If a complaint of Child Welfare safety is made against the Chief Executive and the complainant has strong grounds for the complaint then the Principal will consider what action to take. Action may include suspension or continuing his duties but limit his contact with students.
5. A member of the Board of Governors or the Chief Executive will investigate if a complaint is made about the Principal.

6. A written record will be kept of serious complaints and their outcomes. These will be recorded, monitored and reviewed by the Chief Executive on a regular basis. The records will note at which stage the complaint was resolved, the preliminary stage or at an escalated panel hearing.
7. The Complainant will have the right to appeal in writing to the Principal if he/she is not satisfied with the outcome of the complaint.
8. All complaints will be dealt with inline with the Colleges Equal Opportunities and Data Protection policies and wherever possible will remain confidential.

Parents

9. If a parent is concerned about anything to do with the education that we are providing at our College, they should, in the first instance, discuss the matter with the Student Manager or Chief Executive. Most matters of concern can be dealt with in this way. All members of staff work very hard to ensure that each child is happy at College, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.
10. Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Chief Executive. The Chief Executive considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

11. Should a parent have a complaint about the Chief Executive, s/he should first make an informal approach to one of the members of the governing body, who is obliged to investigate it. The governor in question will do all s/he can to resolve the issue through a dialogue with the College, but if a parent is unhappy with the outcome, s/he can make a formal complaint, as outlined below. A list of governor names is available from the College Reception office.

Appeals Panel

12. If parents are not satisfied about the outcome of the complaint, the Chief Executive may arrange a hearing of a panel of minimum of three people, which includes one person that is independent of the management of the College, the complainant and his representative and the Principal if a complaint is deemed serious enough to merit such an action. If parents are still not satisfied they are free to take matters further as they wish.

13. The findings of the complaint must be made known to the Principal, Chief Executive, complainant and others whom a complaint has been made either verbally or in writing.

14. The panel will make findings and recommendations, a copy of which will be given to the complainant, proprietors, headteacher and, where relevant, the person complained about.

15. Having considered all the evidence and questioned all parties, the panel can:

- a. dismiss the complaint in whole or in part
- b. uphold the complaint in whole or in part
- c. decide on the appropriate action to resolve the complaint

- d. recommend changes or actions to school system and procedures to make sure that similar problems do not recur or
- e. request an investigation by an officer of the local authority.

16. The College will not entertain frivolous or malicious complaints and are not obliged to investigate complaints if fees, or any other monies, are outstanding from parents unless they are deemed serious enough to affect the safety, security or welfare of the students.

17. The setting up of the Appeals Panel is at the discretion of the Chief Executive.

Students

18. Students have several channels to raise any concerns or formal complaints that they may have as follows:

- ◆ Initially concerns can be raised on a weekly basis through the Tutorial system via Personal Tutors. These complaints will be brought to the attention of staff at the earliest full staff meeting and appropriate course of action will be taken.
- ◆ Alternatively they can be raised at the Student Council Meetings and then presented to the Director of Student Management.
- ◆ Student Satisfaction surveys also provide a medium for highlighting any concerns that students may have in terms of the academic and welfare aspect of boarders. These take place on a regular basis and are implemented accordingly.
- ◆ Concerns are also raised with the Student Counsellor and the Director of Student Management.

19. Students are encouraged to bring forward complaints in good faith and are not penalised for this.
20. All attempts will be made to ensure that the complaint is resolved in a manner that balances the rights and duties of students and is resolved in a reasonable period of time.
21. If the student is not happy with the outcome of their complaint, they can appeal in writing to the Chief Executive or the Principal of the College who will respond within 14 working days of receipt of the complaint.
22. Students may be accompanied by their parents, if they wish, to the panel hearing when dealing a complaint.
23. Parents and students are able to take any complaints relating to the welfare of students to either the Care Quality Commission (formerly the National Care Standards Commission) and the Office for Standards in Education, Children's Services and Skills (OFSTED). The addresses for both organisations are as follows:

Care Quality Commission	OFSTED
National Correspondence	Royal Exchange Buildings
Citygate	St Ann's Square
Gallowgate	Manchester
Newcastle Upon Tyne	M2 7LA
NE1 4PA	